Implementer Learning Paths
Implementer Certification
Business Continuity Management (BCM)

Select Product Line

- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

ServiceNow Fundamentals
(3-days ILT)

ServiceNow Platform Implementation
(3-days ILT)

Get Started with Now Create
(On Demand)

Additional Recommended
- Agile 2.0 Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- PPM Fundamentals (2-day ILT or On Demand)

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

* Mainline certification questions are sourced from all courses between the product line selection and the exam

Suggested Industry Certifications
ABCP/CBCP/MBCP (DRII), CBCI/MBCI (BCI)

BCM Assessment Simulator
to achieve Early Adopter Recognition

© 2021 ServiceNow, Inc. All Rights Reserved. Confidential.
Implementer Learning Path
Customer Service Management (CSM)

Select Product Line
- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Platform Implementation (3-days ILT)
Implementer
Get Started with Now Create (On Demand)

Additional Recommended
- Communities Fundamentals, Administration and Implementation (On Demand)
- CSM with Service Management for BPCs (On Demand)
- CSM with Service Management for Implementers (On Demand)
- Advanced Work Assignment (On Demand)
- Agent Workspace Fundamentals (On Demand)
- Agent Workspace Implementation (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- Proactive Customer Service Operations Overview (On Demand)
- Proactive Customer Service Operations Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)

CSM Professional
Required to achieve “Professional”
- CIS-CSM
- Predictive Intelligence (On Demand)
- Performance Analytics Essentials (On Demand)
- Virtual Agent (On Demand)

CIS-CSM Test Prep (On Demand)
Ongoing Delta testing
CSM Professional
Required to achieve “Professional”
- CIS-CSM
- Predictive Intelligence (On Demand)
- Performance Analytics Essentials (On Demand)
- Virtual Agent (On Demand)

© 2021 ServiceNow, Inc. All Rights Reserved. Confidential.
Implementer Learning Path

DevOps

Select Product Line

- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Fundamentals (On Demand)

ServiceNow Platform Implementation (3-days ILT)

Flow Designer Fundamentals (On Demand)

ITSM Fundamentals (2-day ILT)
- OR -
ITSM Fundamentals (On Demand)

Performance Analytics Essentials (On Demand)

DevOps Fundamentals (On Demand)

DevOps Implementation + Course Exam (On Demand)

DevOps MicroCert Assessment Simulator

*Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
ILT: Instructor-led Training

Additional Recommended
- Automated Test Framework (ATF) Fundamentals (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Cloud Provisioning and Governance Fundamentals (3 Day ILT)
- Discovery Fundamentals (3 Day ILT or Self Paced)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- Integration Hub Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)
- Vendor Agnostic DevOps Tools Chain Training:
  - Agile 2.0 Fundamentals (On Demand)
  - Azure DevOps Tool Chain
  - Jenkins Training
  - GitHub
Implementer Learning Path
Field Service Management (FSM)

Select Product Line
- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Platform Implementation (3-days ILT)

Get Started with Now Create (On Demand)

Dynamic Scheduling Fundamentals (On Demand)
Dynamic Scheduling Implementation (On Demand)

FSM Fundamentals (2-days ILT)
FSM Implementation (2-days ILT)
CIS-FSM Voucher

Ongoing Delta testing

FSM Related Additional Recommended:
- CIS-FSM Test Prep (On Demand)
- Get Started with Field Service Mobile (On Demand)
- Planned Maintenance for Field Service (On Demand)
- Planned Maintenance Infographic (On Demand)

Additional Recommended
- Knowledge Management Fundamentals (On Demand)
- Performance Analytics Essentials (On Demand)
- Performance Analytics Fundamentals (2-day ILT)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- ServiceNow Subscription Model (On Demand)
- Mobile Development Fundamentals (On Demand)

* Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
CIS: Certified Implementation Specialist
FSM: Field Service Management
ILT: Instructor-led Training
Implementer Learning Path

Governance, Risk & Compliance (GRC)

Select Product Line
- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

Advanced Risk Assessment for implementers (On demand)
- GRC Fundamentals (2-days ILT)
- Risk & Compliance (RC) Implementation (2-days ILT)
  - CIS-RC Voucher
- Audit Management Implementation (On Demand)
- GRC Simulator
- CIS-RC Test Prep (On Demand)

Additional Recommended
- Automated Test Framework (ATF) Fundamentals (On Demand)
- Knowledge Management Fundamentals (On Demand)
- Performance Analytics Essentials (On Demand)
- Service Portal Fundamentals (2-day ILT)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)

* Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
- CIS: Certified Implementation Specialist
- ILT: Instructor-led Training

Ongoing Delta testing

Select Product Line
- ServiceNow Fundamentals (3-days ILT)
  - OR -
  - ServiceNow Fundamentals (On Demand)
- ServiceNow Platform Implementation (3-days ILT)

Get Started with Now Create (On Demand)

Vendor Risk Mgmt (VRM) Fundamentals (On Demand)
- Vendor Risk Management (VRM) Implementation (2-days ILT)
  - CIS-VRM Voucher
- CIS-VRM Test Prep (On Demand)

CIS-VRM
- Ongoing Delta testing
Implementer Learning Path
Human Resources Service Delivery (HRSD)

Select Product Line
- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

Get Started with Now Create (On Demand)

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Platform Implementation (3-days ILT)

Implementer

Select Product Line

HRSD Professional
Required to achieve ‘Professional’
- CIS-HR
- Predictive Intelligence (On Demand)
- Performance Analytics Essentials (On Demand)
- Virtual Agent Fundamentals, Implementation, and Natural Language Understanding (On Demand)

HR Implementation (2-days ILT)

CIS-HR Voucher

Ongoing Delta testing

HRD Fundamentals (2-days ILT) - OR -
HR Fundamentals (On Demand)

Additional Recommended
- Performance Analytics Fundamentals (2-days ILT)
- Performance Analytics Advanced (2-days ILT)
- Service Portal Fundamentals (2-days ILT)
- Localization Fundamentals (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- ServiceNow Subscription Model (On Demand)

* Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training
Implementer Learning Path

IT Asset Management (ITAM)

Select Product Line

- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Platform Implementation (3-days ILT)

CIS-HAM Voucher

Hardware Asset Management (HAM) Fundamentals (3-days ILT)

CIS-SAM Voucher

Software Asset Management (SAM) Fundamentals (3-days ILT)
- OR -
Software Asset Management (SAM) Fundamentals (On Demand)

Ongoing Delta testing

Additional Recommended
- SAM: Integration with SCCM for Reclamation and Distribution (On Demand)
- Discovery Basics for SAM (On Demand)
- Entitlement Import Basics for SAM (On Demand)
- Software Asset Management Getting Started (On Demand)
- Software Asset Management Reconciliation Troubleshooting (On Demand)
- Software Normalization for Software Asset Management (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- ServiceNow Subscription Model (On Demand)

Additional Acronyms
- CIS: Certified Implementation Specialist
- ILT: Instructor-led Training
- SCCM: Microsoft System Center Configuration Manager

* Mainline certification questions are sourced from all courses between the product line selection and the exam.
Implementer Learning Path

IT Operations Management (ITOM)

Select Product Line

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps
- BCM

Select Product Line

- ServiceNow Fundamentals (3-days ILT)
- ServiceNow Platform Implementation (3-days ILT)

- OR -

- ServiceNow Fundamentals (On Demand)

Implementer

Get Started with Now Create (On Demand)

- DISCO
- DISM
- EMD
- EM-F
- EMG
- EMV
- DISM-F
- DISM-G
- DISM-V

Additional Recommended

- Discovery Fundamentals (3-days ILT) CIS-DF Voucher
- Event Mgmt (EM) Fundamentals (2-days ILT) CIS-EM Voucher
- Service Mapping (SM) Fundamentals (3-days ILT) CIS-SM Voucher
- Cloud Provisioning and Governance Fundamentals (CPGF) (3-days ILT)

Additional Recommended

- Discovery Fundamentals On Demand (coming May '21)
- Event and Flow in Action (On Demand)
- Discovery Extras (On Demand)
- Operational Intelligence Fundamentals (On Demand)
- CMDB Fundamentals (On Demand or ILT)
- CSDM Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)

Additional Recommended

- Cloud Insights (On Demand)
- Configuring Cloud Management for IP Address Mgmt
- CIS-CM Voucher
- CIS-SM Voucher

Additional Recommended

- Cloud Provisioning and Governance Advanced (CPGA) (3-days ILT)

Additional Recommended

- CIS-DF Voucher
- CIS-EM Voucher
- CIS-SM Voucher

Additional Recommended

- CMDB Fundamentals (On Demand or ILT)
- CSDM Fundamentals (On Demand)
- ServiceData Model (CSDM) Fundamentals
- ServiceNow Subscription Model (On Demand)

Additional Acronyms

CIS: Certified Implementation Specialist
CMDB: Configuration Management Database
CSDM: Common Services Data Model
ILT: Instructor-led Training

* Mainline certification questions are sourced from all courses between the product line selection and the exam.
Implementer Learning Path

IT Service Management (ITSM)

Select Product Line

- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM (On Demand)
- Now Intelligence
- Now Platform
- SecOps
- ServiceNow Platform Implementation (3-days ILT)
- ServiceNow Fundamentals (3-days ILT)

Implementer

Get Started with Now Create (On Demand)

Select Product Line

ITSM Professional
Required to achieve ‘Professional’
- CIS-ITSM
- Predictive Intelligence (On Demand)
- Performance Analytics Essentials (On Demand)
- Performance Analytics Micro-cert
- Virtual Agent Fundamentals, Implementation, and Natural Language Understanding (On Demand)
- Virtual Agent simulator

Additional Recommended
- Knowledge Management Fundamentals (On Demand)
- Major Incident Management (On Demand)
- CIS-ITSM Test Prep (On Demand)
- Automated Test Framework (ATF) Fundamentals (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- Mobile Development Fundamentals (On Demand)
- Service Portal Fundamentals (2-days ILT)
- ServiceNow Subscription Model (On Demand)

* Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

© 2021 ServiceNow, Inc. All Rights Reserved. Confidential.
Implementer Learning Path

Now Platform

Select Product Line

- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

App Engine

Automated Test Framework (ATF) Fundamentals (On Demand)

Application Development Fundamentals (3-days ILT)

Service Provider Implementer (On Demand)

- Domain Separation Basics
- Domain Separation Configuration
- Service Provider Architecture
- Domain Separation Implementation
- Domain Separation Troubleshooting

CIS-SP Voucher

Service Now Platform Implementation (3-days ILT)

ServicePortal Fundamentals (2-day ILT)

ServicePortal Advanced (2-day ILT)

Common Service Data Model (CSDM) Fundamentals (On Demand)

Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)

ServiceNow Subscription Model (On Demand)

Additional Recommended

- CAD Test Prep (On Demand)
- Mobile Development Fundamentals (On Demand)
- Performance Analytics Essentials (On Demand)
- Service Portal Fundamentals (2-day ILT)
- Service Portal Advanced (2-day ILT)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- ServiceNow Subscription Model (On Demand)

Additional Acronyms

CAD: Certified Application Developer

CIS: Certified Implementation Specialist

ILT: Instructor-led Training

Mainline certification questions are sourced from all courses between the product line selection and the exam.
Implementer Learning Path

Security Operations (SecOps)

Select Product Line

- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform

Implementer

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Platform Implementation (3-days ILT)

Get Started with Now Create (On Demand)

Security Operations Fundamentals (2-days ILT)

Security Incident Response (SIR) Implementation (2-days ILT)
CIS-SIR
CIS-SIR Voucher
Ongoing Delta testing

Vulnerability Response (VR) Implementation (2-days ILT)
CIS-VR
CIS-VR Voucher
Ongoing Delta testing

Additional Recommended
- Automated Test Framework (ATF) Fundamentals (On Demand)
- Flow Designer Fundamentals (On Demand)
- IntegrationHub Fundamentals (On Demand)
- Mobile Development Fundamentals (On Demand)
- Service Portal Fundamentals (2-day ILT)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- ServiceNow Subscription Model (On Demand)

* Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training
System Administrator Learning Path
System Administrator Learning Path

Additional Recommended
- CSA Test Prep (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- Performance Analytics Essentials (On Demand)
- Scripting in ServiceNow Fundamentals (3-day ILT)
- Application Development Fundamentals (3-day ILT)
- Upgrade Center Overview (On Demand)
** Fundamentals and Implementation classes as products are activated in your instance
Developer Learning Paths
Application Developer Learning Path

No-Code Developer

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Fundamentals (On Demand)

No-Code Application Development (On Demand)
Application Developer Learning Path
Low/Pro-Code Developer

Application
- Scripting in ServiceNow Fundamentals (3-days ILT)
- Application Development Fundamentals (3-days ILT)
  CAD Voucher
- Certified Application Developer (CAD)
  Ongoing Delta testing

Integrations
- Flow Designer Fundamentals (On Demand)
- IntegrationHub Fundamentals (On Demand)

Additional Recommended
- CAD Test Prep (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- IntegrationHub Fundamentals (On Demand)
- Mobile Development Fundamentals (On Demand)
- Performance Analytics Essentials (On Demand)
- Service Portal Fundamentals (2-days ILT)
- Service Portal Advanced (2-days ILT)
- Subscription Model Management (On Demand)

Additional Recommended
- Scripting in ServiceNow Fundamentals (3-days ILT)
- Application Development Fundamentals (3-days ILT)

Micro-Certification
- Automated Test Framework (ATF) Fundamentals (On Demand)

Developer
- ServiceNow Fundamentals (3-days ILT)
  - OR -
  ServiceNow Fundamentals (On Demand)

* Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
ILT: Instructor-led Training

Now.
Application Specialist Learning Paths
Application Specialist Learning Path
Service Portal

Application Specialist

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Fundamentals (On Demand)

Scripting in ServiceNow Fundamentals (3-days ILT)

Service Portal Fundamentals (2-days ILT)

Service Portal Advanced (2-days ILT)

Service Portal Simulator

Micro-Certification (MC)

Additional Recommended
- Enabling Syntax Editor Macros in the Widget Editor (On Demand)
- Creating Simple Search Facets in a Service Portal (On Demand)
- Creating Simple Search Sources in a Service Portal (On Demand)

Additional Acronyms
ILT: Instructor-led Training